Title	Food and Beverage Attendant	**Date Prepared**	May 2026
Reports to	Venue Manager / Site Manager	**Approved by**	HR

Main Purpose of Role

The Food and Beverage Attendant is responsible for providing friendly, attentive, and efficient service to our valued customers within the Venue. You are responsible for the delivery of high-quality products whilst adhering to the policies and procedures of Trippas White Group. Your efforts will support the team and business to meet and exceed the expectations of our clients and achieve the business objectives of the organisation.

Key Responsibilities

Customer Service

- Welcome and attend to guests with a warm and professional demeanour.
- All food items presented are in accordance with company standards, and all functions are cleared with in the required timeframe.
- Ensure the timely and elegant presentation of dishes.
- Make informed recommendations based on guest preferences and dietary restrictions.
- Possess a deep understanding of the menu, including ingredients and preparation methods.

General

- Maintain the premium ambiance of the venue by keeping dining areas clean and well-organized.
- Pay meticulous attention to detail, including table settings and overall presentation.
- Adhere to health, safety, and hygiene standards.
- Ensure compliance with Trippas White Group and Venue policies and procedures.
- Establish and maintain key client/customer relationships through effective communication.
- Actively represents TWG as a professional, responsive, and committed partner to the success and continuous improvement.
- Communicates effectively with clients to foster an environment of trust and in a manner, which promotes understanding of effective work outcomes.

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Customer Satisfaction	○ Obtain guest feedback at conclusion of service ○ Generate positive customer experiences to promote good word of mouth and repeat clientele.
Teamwork and Collaboration	○ Participates in teams, promotes team behaviour. ○ Ability to collaborate seamlessly with other departments
Compliance	Compliance with (including but not limited to): ○ Trippas White Group Policies and Procedures ○ Liquor Licensing ○ Food Handlers Regulations ○ WH&S

Acceptance

I, _____, have read and understood the responsibilities contained within this document.
I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____ **DATE:** _____